



# DEPARTMENT OF PUBLIC SAFETY

## LICENSING NEWSLETTER

### From the Supervisor's Desk

Since the time our last newsletter went out, the Licensing Unit has undergone some major changes. Finally, the new computer system that we've been working on for over a year went on-line March 23, 2005. This new system is a web-based program which allows the unit to process applications more efficiently and access information quicker and easier. Additionally, the outdated, hand-typed and laminated identification cards have gone away. A new computer printed card with a digitally captured photograph is now being issued (You may view the cards at: <http://www.azdps.gov/agency/criminaljusticesupport/licensing>). In the near future the new system will also allow limited access to the public to conduct status checks through the Licensing website.

This change is the first major leap the unit has planned to offer better overall service to the industries we serve. More plans to enhance our systems in the future are already underway. Of course with any type of transition, glitches in the process can cause unanticipated delays. I appreciate the patience and understanding that everyone has afforded us during this time. I assure you that my staff has been working diligently to maintain the unit's daily operations and provide you, our customers, with excellent service.

I wish you all the best in 2005.

Stephen W. Enteman

### New License Numbers

The design of our new system required the assignment of new license numbers. For agencies, the new number will be permanent. The old and new numbers are cross-referenced in the system thus the old number can be used to verify license status.

Since administrative rules require the license number to be printed on any advertisement, an agency may wish to use the new number on stationary, business cards, and advertising. The new license numbers can be obtained by contacting the Licensing Unit. The use of the new numbers becomes mandatory at the time of license renewal.

### Internet

#### New E-Mail domains

The Department of Public Safety recently updated its e-mail server. This update required all DPS employees' e-mail addresses to be changed. The new addresses are on page 3 of this newsletter.

#### Sign up for Notification

Part of the upgrading we are undertaking in Licensing is to provide more services to our customers electronically. We have established a link from the DPS main website to the Licensing page. From the Licensing page you can sign up for our e-mail mailing list. We intend to begin e-mailing the newsletter as well as any other important information that requires a more timely notification period.

E-mail addresses for all agency qualifying parties, resident managers, and associates will be required on any applications in the future.

### Training corner

When fingerprinting an individual, a print sometimes becomes unusable for various reasons. The common practice is to use a square re-tab to cover the print and allow a new one to be taken. Only one re-tab can be used per square. Placing two or more re-tabs in a square will prevent the card from being scanned into the fingerprint scanner.

If a new print must be taken, we recommend taking the fingerprint on the re-tab before affixing the re-tab to the print card. This will eliminate the need for beginning a whole new card if the reprint is bad the second time as well.

The Licensing Unit provides fingerprint training to any company upon request.

## Security Guard

### Heartfelt Condolences

The Licensing Unit would like to extend our condolences to the families, co-workers, and employers of **Robert Palomares**, who worked for Dunbar, and **Rogelio Feliciano**, who worked for ProGuard. Both security guards were recently killed in the line of duty.

### Tracking Firearms Training

Armed guards are required to attend eight hours of annual refresher armed training. In the past, there was no good way to track this kind of training. Usually a guard or the agency supplied proof of the training at the time of license renewal. However, not everyone was doing the training during the year between license renewals, and the problem wouldn't be noticed until the renewal applications were submitted.

Effective January 1, 2005, armed training requirements will be based on a calendar year beginning January 1 and ending December 31. This requires a guard or his/her agency to submit proof of training annually within that calendar year.

At the beginning of each new year, a report will be generated that lists all the guards who did **not** complete training in the previous calendar year. A suspension letter will be sent to both the guard and his/her agency notifying that their *armed* status is suspended. To reactivate the armed status, a guard must complete the eight hour training and pay a \$25 reinstatement fee.

### On the Job Training

Many security companies ask the Licensing Unit if they can place a guard in the field before they are licensed for on the job training (OJT) as long as they are with a licensed guard during the training. Unfortunately, in most cases, the answer is no.

There is no allowance under the security guard statutes for an exception to the licensing requirements for training purposes. If the job that the individual will be performing requires a license, then he/she must be licensed before reporting for duty. Of course this does not keep the individual from performing other non-security related duties.

## Private Investigator

### Administrative Rules

The new Private Investigator Administrative Rules became effective December 27, 2004 and were filed with the office of the Secretary of State. You can view a copy of the rules at: [http://www.azsos.gov/public\\_services/Register/2004/contents.shtm](http://www.azsos.gov/public_services/Register/2004/contents.shtm). They are listed under *Issue 52*.

### Working from Home?

Several requests have come in recently to **not** release a private investigator's home address and/or phone number if requested by another source. **Home addresses are not public information**, thus are not released to the public.

However, many private investigators work out of their home and therefore use their home address and phone numbers as the business numbers.

**Business information is public information** and must be released if a request is made.

If you do not want your personal information released to the public, consider obtaining a separate business address and telephone number. Let us know if you make any such changes.

### Documentation must be provided

Recently the Licensing Unit has had several cases in which an applicant for a new agency license has had difficulty obtaining written verification of experience from a previous employer. Many times the previous employer is a licensed private investigation agency here in Arizona. As a reminder, Arizona Revised Statute 32-2422(C) requires an employer, upon written request, to provide an employee with written documentation of their experience within thirty days.

### Surety Bond Requirements

Private Investigation agencies are required by law to possess a \$2,500 surety bond. Frequently there is confusion on how these bonds should be issued. To clarify the issue, a bond should be issued to the principal and the agency (e.g. Joe Smith and A-1 Investigations).

This applies even if the name of the agency and the principal are the same. The principal must sign the bond as well.

## “Caught in the Act!”

The DPS Licensing Unit would like to take a moment to recognize a few individuals that were “caught in the act” doing a great job.

- E-Staff security guards **Samantha Wilburn** and **Ari Schenker** for possessing their identification cards while staffing a post for nearly twelve hours at the Tempe Block Party on 12/31/04.
- All the **Pedus** security staff at Tucson Electric Park were in 100% compliance during an unannounced compliance check during professional baseball spring training.
- All the **Securitas** security staff at Phoenix Municipal Stadium were also 100% compliant during a spot check during a recent spring training game.

## Investigations

The Licensing Unit has received 42 complaints year-to-date. All complaints submitted to the unit investigator must be in writing and can be mailed, faxed, or e-mailed to one of the numbers/addresses on this page. The following are a few of the more serious investigations the unit conducted during this period:

- The unit detective conducted a surveillance of the property where an individual was alleged to be working without a license. Evidence showed that the person was conducting security work and was representing himself as a security guard agency. The individual was cited at the scene. He was later denied a security agency license based on the previous infraction.
- Another individual was cited for operating as a security guard agency without a license. One of the guards working for the person was also cited for not being a licensed guard. Both guards were working armed at the time.
- An applicant for a private investigator agency license was denied a license due to falsified documentation being submitted to substantiate work experience. The individual admitted during an interview that he had scanned the letter from a previous employer and altered the work hours.

## Hearing Board

Since the last newsletter, four Private Investigator and Security Guard Hearing Board meetings were held.

The hearing board upheld the denial of five licenses based on previous criminal records. They also revoked the licenses for two other individuals who committed disqualifying criminal offenses during the time they were licensed as security guards.

This newsletter is a publication of the Licensing Bureau of the Arizona Department of Public Safety.

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*Please feel free to contact us with any information or comments on this newsletter.*

**Arizona Department of Public Safety**

**Licensing Newsletter**

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